

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

December 13, 2006

**ORIGINAL**  
ILLINOIS  
COMMERCE COMMISSION

Delores Chenault

vs

Illinois Bell Telephone Co.

Docket #: 06-0637

2006 DEC 19 P 4:41

CHIEF CLERK'S OFFICE

Complaint as to billing/charges in  
Hainesville, Illinois

Complainant, Delores Chenault, hereby files the following charges with supportive documentation against Illinois Bell Telephone Co.

**COMPLAINT**

I am grossly and consistently over billed monthly. These bills ranged from \$162 to \$126 per month. I am a senior citizen and live alone. It is utterly impossible for me to incur those type charges. This appears to be a conspiracy to illegally take money from me through excessive over billing. Some phone calls are re-routed to a phone number I did not dial, and some of my voice mail has been deleted. May I also add that some of my e-mail to certain professional and business people are blocked as well as their e-mail to me. These people are computer literate and I am also computer literate. My telephone services with Illinois Bell was illegally bugged. A court order must be obtained before any entity can bugged a person's telephone. I have complained about all of the aforementioned to Illinois Bell.

ANSWER: AT&T Illinois admits that "current charges" billed to complainant in some months totaled between \$132 and \$155, but denies lack of knowledge sufficient to form a belief regarding the other allegations and therefore denies all remaining allegations.

Complainant Response: As stated, I am being grossly over billed and consistently. I have attached several billing statements over a period of time—from the years 2005 to 2006 which divulges a pattern of over billing that actually ranges from \$162.05, year 2005 and \$158.88, year 2006. The lowest billing, \$131.14, 2006 and \$126.27, year 2005, are also reflected in the attached billing statements. I have also attached several solicitations offering excellent economical plans to induce customers to opt for their telephone services. I was impressed and opted for SBC Family Entertainment Package. The cost was \$97.93 that included everything. I also happily received their gift offer of a \$50 SBC Visa gift card when I reconnected. What I actually received was a pattern of consistent over billing. I have supplied evidence that AT&T Illinois is applicable to the over billing charges as stated.

ANSWER: AT&T Illinois denies the allegation that they are a party to re-routing some of my phone calls elsewhere, and not to the phone number I dialed.

Complainant Response: I dialed a business number where I purchase merchandise to talk with the manager. I was advised by a staff person that the manager was in conference. I called back later that day and advised that staff person had stated he was in conference. The manager stated that person did not work that day. This is indicative of the fact that call was re-routed elsewhere. If some type justice is not rendered at this hearing, I will request a continuance where I can product additional evidence, documentation, and/or witnesses to further substantiate my claim(s).

ANSWER: AT&T Illinois denies the allegation that some of my voice mail has been deleted. They claim lack of knowledge sufficient to form a belief.

Complainant Response: On two separate occasions I had voice mail which I deemed important. I did not have a pen readily available to copy the phone numbers given in the voice mails. A few hours later, same day, I checked my voice mail again to write down the phone numbers. To my dismay, those voice mails were deleted. I contacted my telephone carrier to voice my complaints about this matter. As I recall, no corrective measures were taken. It appears that counsel or AT&T Illinois staff did not view complaints made by myself which should have been recorded and made part of my file.

ANSWER: AT&T Illinois states they lack knowledge sufficient to form a belief as to the truth of the following allegation, and therefore denies same:

"I am lied to by their operator(s) stating that some phone numbers can not be reached from my calling area, when in fact it can be a bank or some other business in another state that have solicited my business"

Complainant Response: At no time does staff of AT&T Illinois appear to investigate any charges or even check complaint contacts I made with their telephone company regarding what I viewed as gross, illegal mishandling of my telephone account.

A) I need to know was their some type of block on my telephone service which I did not put there.

B) Was a court order instituted to tap my phone?

I will have to locate correspondence proving contact with a company I could not telephone from my home phone. Your operator(s) advised I could not call this number from my calling area. Because I have new phone service with another company, this problem may or may not occur again. Nevertheless, I have terminated my telephone contract with Illinois Bell, and therefore it would serve no useful purpose to pursue this element.

ANSWER: AT&T Illinois denies that it has overcharged the Complainant and that she is entitled to any of the relief requested.

Complainant Response: Because of what I view as excessive over billing, I terminated my telephone services with AT&T of Illinois. Therefore, the relief requested has to be modified. I have supplied documentation supporting my stance to over billing, and advertisement presented as bait, but switched to another method of billing that was clearly excessive. I would deem as fair and equitable at this time if the final, revised bill of \$377.63 be cancelled. I have attached a copy of the final bill from "AT&T" for your perusal and consideration.

#### AFFIRMATIVE DEFENSES OF AT&T ILLINOIS

1) The Complaint fails to state a claim against AT&T Illinois upon which relief can be granted.

Response: I choose to respond to some of your pertinent affirmative defenses: I will accept as fair and equitable termination of the alleged revised final bill of \$377.63. At that time all other charges and allegations will terminate.

2) The Commission is without jurisdiction to resolve the complaint to the extent it involves interstate, international, voice mail, wireless or other services outside the Commission's jurisdiction.

Response: The Commission has jurisdiction to resolve complaints to the extent it involves excessive billing, illegal re-routing of calls, deleting voice mail, blocking selective e-mail and allowing illegal tapping of my telephone when I had services with AT&T Illinois.

- Complainant: I originally filed my complaint against AT&T regarding excessive billing, etc. Please note all monthly billing statements have AT&T logo. The words "Illinois Bell" does not appear on any billing statement or correspondence received. Upon filing my complaint with ICC against AT&T, I was notified via documentation that AT&T should not be the company named in the complaint, and therefore would move for dismissal of all charges. I contacted their counsel and was advised Illinois Bell was the culprit and my formal complaint had to be addressed as AT&T/Illinois Bell.
- I was led to believe I was doing business with SBC who merged with AT&T. Their advertised solicitation are clearly from SBC and AT&T offering decent, economical plans. Yet, it appears I was secretly enrolled into the clutches of Illinois Bell without my knowledge who immediately commenced to wreck havoc with my telephone service in every conceivable way they could!
- In 1995 or 1996, I had telephone service with Illinois Bell and they attempted to bill me \$4,000 for alleged telephone service. The bill indicated many calls were made out of the

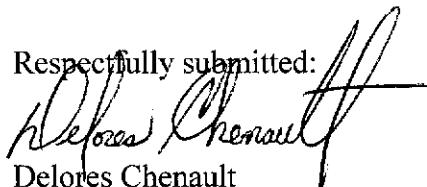
country and I did not know anyone at that time outside the state of Illinois. Also, no telephone company would allow a residential bill to total \$4,000 before taking action. Clearly, it was an overt attempt to confiscate my telephone services through excessive over billing. I had to file bankruptcy to obtain relief. Therefore, if I had known Illinois Bell had any connection with my telephone services I never, never would have done business with them. Because this information of just what company I was doing business with was withheld, I can only conclude that a conspiracy was taking place.

Nevertheless, if this matter can be resolved with termination of their final bill, \$377.63, we can consider the matter closed at this time.

If this matter can not be resolved at this hearing, I will be formally requesting a continuation so I can present witnesses and additional documentation substantiating my claim(s) and why the final excessive bill of Illinois Bell should be made null and void.

Dated: December 13, 2006

Respectfully submitted:

A handwritten signature in black ink, appearing to read "Delores Chenault", written over the typed name.

Delores Chenault

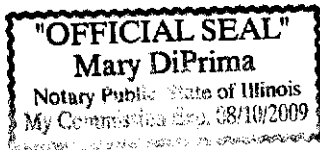
Delores Chenault  
283 Holiday Lane  
Hainesville, Ill. 60073  
847-543-8315

## VERIFICATION

I, Delores Chenault, complainant, under oath hereby state that the foregoing statements to be best of my knowledge, information and belief contained therein are true and correct.

  
Delores Chenault

Subscribed and sworn to  
before me this 13<sup>th</sup> day of December, 2006





Notary Public, State of Illinois

Service List - ICC  
Docket #: 06-0637

Larry Jones  
Administrative Law Judge  
Illinois Commerce Commission  
160 No. LaSalle St.  
Room C-800  
Chicago, Ill. 60601

Mary Pat Regan  
Vice President - Regulatory  
Illinois Bell Telephone Co.  
555 Cook St., Fl. 1E  
Springfield, Ill. 62721

James Huttenhower  
Illinois Bell Telephone Co.  
225 W. Randolph St. Floor 25D  
Chicago, Ill. 60606